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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Hector A. AGDEPPA Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

Fax: 703-872-9306 Pages
with 17
Cover:

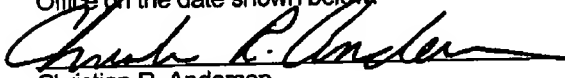
FORMAL SUBMISSION OF:

- 1) Petition for One Month Extension of Time; and
- 2) Amendment Pursuant to r 37 C.F.R. § 1.111.

Title: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO
SERVICE AGENTS
Serial No. 09/845,486
Filing Date: April 03, 2001
First Named Inventor: Joshua BERS
Atty. No. 00-4064

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below


Christian R. Andersen

Date of Transmission: December 28, 2004

Docket No.: 00-4064
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of:
Joshua Bers, et al.


Application No.: 09/845,486

Group Art Unit: 2642

Filed: April 30, 2001

Examiner: Hector A. Agdeppa

For: SYSTEMS AND METHODS FOR PROVIDING
AUDIO INFORMATION TO SERVICE
AGENTSMail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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| CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a)) | |
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| Date: <u>12-28-2004</u> |  Signature: Christian Andersen |

AMENDMENT PURSUANT TO 37 CFR 1.111

Dear Sir:

In response to the non-final Office Action dated September 27, 2004 (hereinafter "Office Action"), Applicants respectfully request reconsideration of the claims for allowance in light of the Amendment and Remarks provided below:

A complete listing of the claims begins on page 2.

Remarks begin on page 9.